



MARIE STOPES  
UK

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# Having a Vasectomy

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Your treatment and aftercare

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# Appointment and treatment information

Please bring this booklet to your appointment (unless you have received it by email). You can note down all important information about your appointment below.

Type	Date	Time	Location

## Semen Analysis

**Client number:**  
\_\_\_\_\_  
\_\_\_\_\_

**Sample due:**  
\_\_\_\_\_  
\_\_\_\_\_

Please note, your sample should be sent no earlier than 12 weeks after your vasectomy, and after at least 20 ejaculations. For more information on your sample, please see page 30.

# Appointment checklist

## Once you have your appointment confirmation...

- We recommend that you arrange to take at least two days (48 hours) to rest after your appointment.
- If you have a job or hobbies that involve physical strain, such as heavy lifting or contact sports, we advise that you arrange to take a couple of weeks off.

## 24 hours before your appointment...

- Do not drink alcohol or take recreational drugs for 24 hours before your appointment.
- Prepare some ice packs / ice trays in your freezer – these may be useful if you experience any swelling following your treatment.

## On the day of your appointment...

- Make sure you eat and drink before your appointment.
- Please take a bath or shower before leaving home on the day of your appointment. Please do not shave or trim the hair around the testicles.
- Arrange for someone to drive you straight home after your appointment. You must not drive yourself home.
- We recommend that you take pain relief one hour before your appointment. For more information on pain relief, see page 21.
- Make sure you have some tight-fitting cotton underwear (one or two sizes smaller than usual) and wear these to your appointment. You will need enough pairs for 7 days following your appointment.

# About this booklet

Vasectomy is a quick, safe, and effective method of contraception. As vasectomy is a permanent contraceptive method, you should take some time to think about your decision and make sure it is the right one for you. We provide all the information you need to help you make your decision.

If you are thinking about having a vasectomy, this booklet is designed to answer any questions you might have. It tells you all you need to know about preparing for your appointment, what to expect on the day and how to help your recovery.

From referral to recovery, our dedicated Marie Stopes UK team are here to talk through your decision with you at any time. Our team is trained to offer you whatever support you need.

We understand that not all of our clients will identify as a man. We welcome and support people of all gender identities to access vasectomy services when they choose.

**If you would like to speak to an advisor, call us any time on our 24-hour advice line: 0345 300 0212**

# About vasectomy

## What is a vasectomy?

Vasectomy is another name for male sterilisation. It is a minor procedure which takes about 15 minutes. The procedure will seal the tubes (vas deferens) which carry sperm. This will stop sperm entering your semen, which is the fluid ejaculated during sex. If there is no sperm in the semen, a woman's egg cannot be fertilised and she cannot become pregnant.

## Why choose a vasectomy?

Vasectomy is one of the most effective methods of contraception. It's a good permanent form of contraception for men who have completed their family, or may not wish to have children at all.

## Having a vasectomy at Marie Stopes UK

We offer a full service which includes

- consultation
- vasectomy procedure
- 24-hour aftercare
- a semen testing service arranged through the post
- counselling appointments are also available

Our teams provide high quality care in friendly and relaxing clinics. Our services are completely confidential. We will not let anyone know about your appointment with us, without your permission to do so.

We do not refuse anyone an appointment because of their age, marital status, or because they have no children. We do ask men under 25 years old to speak to one of our trained counsellors before making their final decision.

# Choosing vasectomy

Vasectomy is a permanent method of contraception, and cannot be easily reversed. Before choosing a vasectomy you need to be certain it is right for you. You should only proceed if you are certain you don't want to have any, or any more, children. The choice is yours to make.

## Counselling

If you would like to talk to someone impartial before you make your decision, we can arrange vasectomy counselling for you. Our counsellors give confidential, non-judgemental support. Talking about your decision can help you to make sure that a vasectomy is the right choice for you.

For most of our clients, counselling is an optional part of their vasectomy treatment. However, there is a requirement to have counselling if you are under 25 years old.

If you would like to have counselling before you make your decision, you can call us anytime to make an appointment.

# Your questions, answered

## How is a vasectomy performed?

The vas deferens are tubes that carry the sperm from the testicles. When a vasectomy is performed, the vas deferens are sealed to stop sperm getting through. This does not affect the ejaculate fluid (semen) as this comes from a different area called the seminal gland.

You will receive a local anaesthetic injection into your scrotum area but away from your testes. This will happen at two points during the procedure. There will be some pain when the injection is given.

A small puncture hole is then made in the skin of the scrotum. A small pair of forceps is used to open the hole to access the vas deferens (tubes that carry the sperm), which are then sealed using heat (cauterisation).

This means that the puncture hole to locate the vas deferens is very small. No scalpel is used and stitches are rarely needed on the skin.

## Does it work straight away?

No. There will be some sperm left in your tubes after your procedure, so you will need to use another method of contraception until we have confirmed the success of your vasectomy.

We will test your semen no earlier than 12 weeks after your procedure. After we have received your sample, we will write to inform you if your vasectomy has been successful and that you can stop using contraception. In some cases, this can take several tests.

## Is a vasectomy 100% effective?

A vasectomy is a very effective way to prevent a pregnancy. See page 15 for more information on early and late vasectomy failure rates.

We do not use scalpels as part of the vasectomy procedure. This is called the non-scalpel technique. The reason why we offer the non-scalpel procedure is because it is thought to be less painful. It is also less likely to cause complications. A non-scalpel vasectomy should cause very little bleeding, and stitches are rarely needed.

## Are there any risks?

Vasectomy is a very common and safe procedure. However, as with any medical procedure there are some known risks.

**We outline these risks more fully on pages 14-17.**

We have an advice line for you to be able to discuss any concerns you might have with a nurse during your recovery. The line is open 24 hours a day. You can speak to one of our nurses any time by calling **0345 122 1441**.

More information on recovery and aftercare can be found on page 26.

## Will I still be able to ejaculate?

Yes. Vasectomy does not affect orgasm or the appearance of your semen.

## Will it affect my sex life?

Having a vasectomy will not affect your sex drive. After a vasectomy, the testicles will still produce the hormone testosterone, which is the male sex hormone. Many couples say that they enjoy sex more after a vasectomy. This is because they can choose to have sex more spontaneously, without worrying about an unintended pregnancy.

## When can I have sex after my vasectomy?

You can resume sexual activity when you feel comfortable, which for most men is about a week. We'd just advise you to take it easy the first time.

**Remember – you must continue to use contraception until we've confirmed that your vasectomy has been successful.**

## How long will it take to recover?

You should take a few days to relax and rest up after the procedure. If you have a job that involves physical strain then we advise that you take a couple of weeks off. Avoid heavy lifting or contact sports. We advise that you recline as much as possible during your recovery.

# How to be referred

## NHS-funded vasectomy

We have been providing vasectomy procedures for the NHS for over 40 years. The best way to find out if you can have NHS-funded treatment with us is to give us a call on **0345 300 0212**. An NHS referral will last for one year before it needs to be renewed.

## GP referral

If you would like to have your vasectomy with Marie Stopes UK, your GP will need to fill out a referral form and send it to us. Once we have received your referral form we will contact you, either by phone or post, to book your consultation and treatment appointment.

## e-Referral

Your GP may fill in the referral online and send it to us electronically. They will give you a letter with a booking reference number and a password, along with instructions for you to call us to book your appointment. When you call, please give the details to your booking adviser, along with your NHS number, and we will book your appointment.

## Self-referral

In some areas of the UK, you are able to refer yourself without seeing your GP first. You can call us, or your GP surgery, to see if you can self-refer. If you are able to self-refer, you can call us directly to book your appointment.

## Private vasectomy

We can also arrange private vasectomy appointments. If you can't access an NHS-funded vasectomy, or if you would prefer not to use NHS-funding, we can book a private vasectomy appointment for you. The fees for a private vasectomy are listed on our website: [www.mariestopes.org.uk/vasectomy](http://www.mariestopes.org.uk/vasectomy)

If you would like to make an appointment for a private vasectomy, you do not need to go to your GP. You can call us directly to discuss your options. We will take your details over the phone, and book your consultation and procedure appointments. If you choose to have your consultation appointment over the phone, we will ask you to pay the consultation fee before we book you in for your procedure.



# Vasectomy Consultation

**When you call us to book your vasectomy, one of our advisors will arrange your consultation.**

This appointment will take around 20 minutes and it may be over the phone, or face-to-face in one of our centres. Consultations must take place at least 10 days before your procedure. This is to give you some time to think over your decision to make sure it is the right one for you. This means if you have your consultation face-to-face, it will not be on the same day as your procedure. Most people find it easier to have their consultation over the phone as it means you only need to come into the centre once.

## What you need to know

During your consultation, we will talk about the vasectomy procedure in detail so that you know what to expect on the day, and so you know what to do afterwards. We will also discuss possible risks and complications. You will be able to ask any questions you might have about the procedure.

## Possible complications and risks

A vasectomy is a very safe procedure. However, there are some possible complications or risks, as with any type of surgery.

## Early failure – (Less than 1 in 100 people)

There is a possibility that the treatment will not be successful. This will be picked up during the semen testing you have after your procedure. If this happens, a repeat procedure would be advised and we would arrange this for you free of charge.

## Late failure – (1 in 2000 people)

This means that the tubes (vas deferens) have re-joined over time. This can happen up to 10 years after a vasectomy. It is possible for this to happen, but it is very rare. Unfortunately, there is no way of knowing that this is going to happen, and it would only be discovered by an unintended pregnancy. For extra peace of mind, we can provide semen testing at any point after your vasectomy, for a small charge. For more information on semen testing, see page 30.

## Infection

As with all surgical procedures, there is a risk of infection. The risk of infection can be minimised by making sure that hands are washed before and after touching the wound site, and that the area is kept clean and dry.

### Signs of infection:

- The area becomes very painful, red, swollen, or tender
- The wound has coloured discharge, which may or may not smell
- You have a raised temperature
- You feel generally unwell

**If you notice any of these symptoms you should contact your GP, and let us know.**

## Haematomas

In some cases, a small blood vessel can bleed inside the scrotum and this forms a clot. These are usually small but sometimes can lead to severe swelling and discomfort. This can happen a few hours to several days after treatment and can be the result of too much strenuous activity and heavy lifting. We advise you not to do any heavy lifting or physical activity for at least two weeks after your treatment.

## Pain

A small number of men have been known to have long term or intermittent pain after a vasectomy. This has occurred in very few vasectomies performed at Marie Stopes UK. If you have any concerns please call our 24-hour advice line.

## Bleeding

The wound may bleed, but you can stop the blood flow by pinching the skin around the wound firmly, with clean hands, for about five minutes. You may also find some blood in your semen after your first few ejaculations; this is not unusual and is just left over blood from the procedure.

## Prolonged bruising

Bruising does not usually cause any further problems. Bruising will disappear over time.

## Lumps

You may feel a small lump at the site of the procedure on one or both sides. This may be due to scarring of the tubes.

Very rarely, sperm can leak from the sealed tubes (vas deferens) and form a small lump, known as a sperm granuloma, in the scrotum. These lumps are not usually painful and can often be treated with anti-inflammatory medicine, such as ibuprofen.

Some people should avoid using ibuprofen, and others should use it with caution. If you have any questions about using pain relief medication, please talk to one of our nurses.

If the lumps become very large or if you feel concerned about any lumps, please call us.

**Remember, you can call us any time to speak to an aftercare nurse. The number to call for aftercare advice is 0345 122 1441. Lines are open 24 hours a day.**

## What we need to know

During your consultation, we will need to be sure that you know what it means to have a vasectomy and that you have freely made an informed decision.

## Medical history

There are some medical conditions that mean having a vasectomy would not be a suitable option for you. Because of this, we will ask you about your medical history to make sure the procedure is safe for you. Please bring any medication that you take regularly with you. It's extremely important that you give us accurate information about any drugs or medication that you are taking.

We also need to know if you have had or plan to have any of the following:

- Blood thinning medication, for example Warfarin or Aspirin
- Previous surgery on your testicles
- Any hernia repair
- Body piercing
- Metal plates or pins inside your body
- Any dental or surgical treatment that is booked 6 weeks either side of your vasectomy

After your medical assessment, you may be asked to have your procedure at a different centre than you had chosen. This is to make sure that you get the right care based on your medical history. We will talk you through this before your vasectomy appointment. All treatment relies on a final assessment by the surgeon on the day of your appointment.

## Cooling off period

After your consultation, you will start a 'cooling off period'. The 'cooling off period' lasts for 10 days. We have a 'cooling off period' because it is best practice to give you this time to make sure you have understood everything about the vasectomy procedure.

Your procedure appointment can be booked for a convenient time after this period has ended.

# Preparing for your appointment

Once you have booked your appointment for a vasectomy procedure, you can start to prepare so that it goes as smooth as possible.

## Arranging travel

We will send you a map showing you how to reach the centre. If you are unsure about directions, have any queries, or think you are going to be late for your appointment, please call us on **0345 300 0212**.

It is important to arrange your return travel before you come to your appointment. You must not drive yourself home after your procedure, or drive for 48 hours afterwards. We recommend that you do not use public transport, but you can use a taxi service. If you need to use public transport, we strongly recommend that someone is with you when you travel in case you begin to feel unwell.

## What to wear

It is important to wear tight fitting cotton underwear on the day of your appointment, and for a minimum of seven days afterwards. The tighter the better. This is to support your scrotum, to make you more comfortable, and to speed up the healing process. We recommend to wear underwear that is 1 or 2 sizes smaller than normal, with enough fresh pairs for your recovery.

Tight fitting underwear:

- Provides support to the testicles
- Helps reduce any pain
- Is more comfortable
- Will aid recovery
- Reduces swelling to the testicles

## Pain relief

You can take some pain relief before your vasectomy procedure to help to manage any pain or discomfort you might have. We recommend that you take pain relief before your procedure – we suggest taking paracetamol (2 x 500mg), if you can.

**Do not take aspirin as this can increase the risk of bleeding. If you take aspirin for medical reasons, please let us know so we can discuss this further with you.**

If you have any questions about using pain relief medication, please talk to one of our nurses.

## Drug use

You should not have used any recreational drugs for at least 24 hours before your appointment. If you have taken recreational drugs, please tell us. This could affect your treatment and ability to consent.

## Drinking alcohol

We recommend that you don't drink alcohol 24 hours before your appointment. Alcohol can cause your blood vessels to dilate which may result in increased bleeding.

## Bathing

It's a good idea to have a bath or shower before leaving home on the day of your appointment. Please do not shave or trim the hair around the testicles.

# At your appointment

## Infection prevention

We maintain the highest standards of healthcare hygiene with a pro-active infection prevention and control programme. Good infection control measures can keep the risk of infection low.

Our centres follow strict protocols for infection prevention. This includes cleanliness and hand hygiene.

We also encourage all clients and their companions to clean their hands when they arrive at the centre. Gel rub sanitiser is available.

If you have any concerns about cleanliness or hand hygiene, please let any of our team members know.

## On arrival

If your appointment is in one of our larger centres, our team will greet you and check your notes when you arrive.

Our smaller centres are often hosted within local health centres or GP surgeries. If you have chosen to have your vasectomy at one of our smaller sites, you will be signposted to a waiting area. A Marie Stopes UK team member will come and meet you and check your details.

You can expect to be at the centre for about 1 hour, although the procedure will only take 10 - 15 minutes.

## Blood pressure

We will take your blood pressure to make sure it is safe to proceed with your vasectomy. If the surgeon is concerned with your blood pressure reading it will be reviewed and monitored at the centre. There is a chance that your procedure will have to be re-booked for another day.

## Consent for your vasectomy

We will make sure that the vasectomy procedure has been explained fully before you proceed. Please ask any questions you may have.

You will be asked to read a consent form and sign to confirm you have understood the procedure, and the possible risks and complications.

We will not proceed with the vasectomy until you have consented and signed the form.

## The procedure

Please note there will be an odour caused by the cauterisation process, which you may find noticeable before you enter the treatment room.

You will be shown into the treatment room and introduced to the clinical team. You will be asked to remove your underwear so you can be examined by your surgeon. If they are satisfied with the physical examination, the surgeon can start the procedure.

The groin area will be covered, and the surgeon will begin by injecting a local anaesthetic into your scrotum area, but away from your testes. The injection will be given at two points during the procedure.

A puncture hole will be made, which is less than 1cm in size. The vas deferens tubes (the tubes which carry sperm) are heat sealed. A scalpel is not used.

You may experience some discomfort during the procedure, often described as a tugging sensation, but everyone is different. The process will only take around 10 - 15 minutes.

Your wound will be dressed and you will be helped into your underwear and trousers. You can then walk into the recovery room where you will rest for around 30 minutes. Your blood pressure will be taken and you will be encouraged to have a drink and biscuit while you are waiting.

The Vasectomy Care Assistant (VCA) or Nurse will talk you through your recovery and aftercare advice, and you can ask any questions you might have before you go home. Once you feel well enough, your dressing has been checked, and the doctor or nurse has assessed you, you will be able to go home.

# Recovery and aftercare

While you are in the recovery room, the Vasectomy Care Assistant (VCA) or Nurse will give you aftercare advice. They'll give you a recovery pack and make sure that you understand the advice in it. If you have any questions, you can ask the nurse before leaving the centre. You can also call our 24-hour aftercare line at any time on **0345 122 1441**.

We recommend that you go straight home and rest for at least 48 hours. For the next few days, avoid any long periods of standing, walking, or driving. You must not drive yourself home from your appointment.

The local anaesthetic you were given will wear off in a couple of hours and you may feel sore. If you are feeling uncomfortable, take a painkiller such as paracetamol and / or ibuprofen. Some people should avoid using ibuprofen and others should use it with caution.

Always follow the dosage instructions on the packet and don't exceed the recommended maximum dose.

**Do not take aspirin as this can increase the risk of bleeding. However, if you take aspirin for medical reasons, we will discuss this further with you.**

Cooling down the sore area can also help reduce pain and swelling. Hold an ice pack, wrapped in a clean towel, against the sore area. Take care not to get the wound wet as this may affect the healing process and cause infection.

## Bruising and swelling

Most men find they get some bruising around their testicles, and this can spread to the penis and groin area. Anti-inflammatory painkillers such as ibuprofen can help, if you can take them. Some people should avoid using ibuprofen and others should use it with caution. We strongly recommend that you rest regularly and avoid being too active.

You might notice that a small pea-sized lump develops around the wound. This is nothing to worry about. This is your body's natural reaction to the healing process and does not need special treatment.

## Caring for the wound

As we only need to make a small puncture hole in the skin of your scrotum, your wound will be covered using just a simple dressing.

The dressing should be kept dry and held in place for at least 48 hours by wearing tight-fitting, supportive underwear during the day and at night. This provides more support, can reduce pain and swelling, and will be more comfortable. Please avoid taking a bath or shower during this period.

48 hours after your procedure:

- Have a short bath or shower to help remove the dressing.
- Avoid long soaks in the bath until the wound has healed.
- Do not use toiletries such as bath oils or talcum powder as they can irritate the area.
- Dry the area thoroughly. Put on the clean dressing you were given.

You can resume sexual activity as soon as it feels comfortable to do so.

Please make sure that you use contraception until we confirm in writing that your vasectomy has been successful.

Remember, only condoms help to protect against the spread of sexually transmitted infections (STIs).

## Physical recovery

You should be fit enough to get back to everyday tasks after a couple of days. If your daily tasks are physically demanding, you should wait a little longer. If you have a job that involves heavy lifting, we recommend that you only return to work if you are able to avoid the physical tasks for 2 weeks. Please call us for advice if you are unsure if your particular type of work or activity could affect your recovery.

## Sport

Avoid sports and physical exercise for at least 2 weeks following the procedure. This includes swimming and golf.

Heavy physical exercise and contact sports should be avoided for 4 weeks. Examples include rugby, football, squash, cycling, skiing and going to the gym.

You can judge your recovery by how quickly your wound is healing and how fast any swelling or pain goes away. If you are in doubt please call us for advice.

## Alcohol

You should not drink alcohol for 48 hours after your procedure.

## Flying

We recommend that you avoid:

- Short haul flights (up to 3 hours) for 48 hours after your vasectomy
- Long haul flights for at least a week after your vasectomy

## Possible complications

Most people have a smooth recovery after their vasectomy. However, it's a good idea to be aware of the possible complications so that you can react quickly if you notice any symptoms.

Possible complications include:

- Infection
- Haematoma (a small blood vessel bleeds and forms a clot)
- Pain

More information about possible complications can be found on pages 14-17.



# Semen testing

To make sure that your vasectomy procedure has been successful, we need to test your semen in a laboratory.

After your vasectomy procedure, you will be given one semen testing kit. The kit will come with instructions and a return envelope.

You need to give one semen sample 12 weeks after your vasectomy. Before you give your sample, you need to have had at least 20 ejaculations since the vasectomy. This is to make sure there is no sperm, or very few sperm remaining in the tubes. We recommend at least 2 - 3 ejaculations per week before you give your sample.

If your test results are not clear, you may need to give further samples. Our results team will discuss this with you.

We will write to you to confirm that your vasectomy has been successful.

**Until you receive confirmation, you should use another form of contraception to prevent pregnancy.**

## Semen sample testing pack

The sample bag given to you after your vasectomy contains all the items you need to provide us with your semen sample.

Your pack will contain:

- 1 non-spermicidal condom
- 1 semen collecting kit that contains:
  - 1 small clear sample pot
  - 1 transport container
  - 1 plastic envelope
- 1 prepaid laboratory envelope
- 1 laboratory slip
- 2 dressings – to replace the old dressing

If anything is missing from your pack please call 0345 300 0212.

It is best to plan ahead to send your semen sample so that it is delivered to the laboratory between Monday and Saturday. This means that the sample can be tested in the laboratory within 24 hours. Please delay collecting your sample if the delivery date will fall on a Sunday. Please only post your sample Monday - Friday, before 4 PM.

## Semen sample testing instructions

1. Do not have sex or masturbate for a full 48 hours before giving your sample. You should refrain from sex and masturbation for at least 2 days before your sample, but no more than 7 days before collecting your sample.
2. You must make sure that all the ejaculate is collected in the sample pot provided. You can ejaculate directly and fully into the pot, or ejaculate into the special condom provided and empty its entire contents into the sample pot. Dispose of the condom. Do not include it in the sample pot or the sample will not count and you should do it again.

3. When all the semen is in the sample pot, screw the lid on tightly and write your full details on the pot. If you do not fill out your details or include the date of your ejaculation on the pot, the laboratory will be unable to use it and you must send another sample.
4. Put the sample pot into the larger transport container to protect it in the post.
5. Fill out your details on the laboratory slip and ensure that it states your name, date of birth, centre, full date of ejaculation and client number. You must also state the number of days abstinent before sample collection and confirm the complete collection of all ejaculate in the sample pot. You must also sign the declaration. If you are unsure of any of these details, give us a call.
6. Put the laboratory slip and the transport container into the plastic envelope and seal it. Put it back into the prepaid laboratory envelope, making sure it is well sealed before posting.

We will contact you to let you know your results after we have received your sample. If you do not hear from us within 5 days of sending your sample, please call us on **0345 300 0212**.

You will receive a negative result if the test shows that your semen is free from sperm.

Occasionally, you may have persistent sperm. This means that a very low number of sperm continues to be present in your semen. This does not always mean that your vasectomy has been unsuccessful. If this happens we will discuss this with you.

If we need you to produce further semen samples, we will send you additional kits. We will contact you again when all additional samples have been received and analysed.

# Privacy and feedback

We are committed to protecting your privacy. If you want to call us for advice you do not have to tell us who you are. We will not call you back unless you want us to.

All contact and treatment information is confidential, whatever your age. We are not required to tell your GP unless you want us to.

## Keeping you safe

We have a responsibility to keep our clients safe. If you give us any information over the phone or online, which suggests that you are at serious risk of immediate harm, we would ask to put you in touch with services that can help. There are some things that we think are too important to keep between just you and us, and we will talk to you about whether other people need to know what's happening. For example, if:

- You've told us that someone is hurting you.
- A person who is hurting you might be hurting other people too.
- We think your life or someone else's life is in danger.

## Keeping us safe

To be able to support everyone who comes into our centres, we need to be able to work in an environment free from harassment, violence, and abuse.

If we feel that anyone is behaving inappropriately to our team, or clients, we may ask them to leave and may refuse treatment.

All incidents are recorded. The police will be called if the incident is serious.

## Data protection

Our commitment is to protect your privacy. It is our legal duty to make sure that we follow privacy laws. These laws tell us how we should hold and use personal, sensitive, and private information.

Marie Stopes UK's booking and advice line does not use caller display and calls are not traced. Calls to our advice line may be recorded for training and quality purposes.

To find out more about how we handle, share, hold, and use your information, please pick up our Privacy Notice leaflet in any of our centres.

If you would like to make a complaint about how we hold or use your personal data, you can write to us in an email to: [information.governance@mariestopes.org.uk](mailto:information.governance@mariestopes.org.uk)

## The quality of our care

We want to have the very best people looking after you. We make sure that everyone involved in your care is highly trained and experienced.

We're committed to the training and development of our teams. We make regular improvements to our centres and make sure we have up-to-date equipment. We have a system of clinical checks to make sure that our medical teams are working to set standards.

All of our centres are registered with the Care Quality Commission (CQC). They make regular inspections. The reports from each inspection are on public record and are available on their website [www.cqc.org.uk](http://www.cqc.org.uk) or on request at the centre.

## Feedback

Your feedback is very important to us. During your visit you will be given advice on completing an online questionnaire to comment on the care you have received. We will make sure that your comments are shown to the appropriate team. Comments are reviewed as part of our commitment to continually improve our services. We monitor and audit all responses, and produce an annual report. All feedback will be anonymous.

## How to send us your comments or compliments

Email us: [services@mariestopes.org.uk](mailto:services@mariestopes.org.uk)

Call us: 0345 300 0212

Or complete the online questionnaire

You can also leave a review of our services on NHS Choices:

[www.nhs.uk](http://www.nhs.uk)

## How to make a complaint

If you would like to make a complaint about any aspect of the service or care you have received, there are a number of ways to do so:

**1. Client questionnaire:** You will be given advice on completing an online questionnaire before leaving our centre.

**2. Call us:** Please call 0345 300 0212 and let us know that you wish to make a complaint.

Your call will be transferred to the treatment centre within working hours to speak with the Manager or a Supervisor. A record will be made of your complaint and the Manager or Supervisor will investigate with the team members concerned.

For ease of investigation you may be asked to put your complaint in writing. This will depend on the nature of the complaint. If your complaint can't be resolved at the time of the initial telephone call you will be contacted either by telephone, or in writing, once the investigation has been completed.

**3. Write to us:** Your complaint will be handled by the Head of Customer and Quality Services. They will begin an investigation with the relevant centre or clinic Manager. A written response will be sent to you. We aim to respond within 20 working days.

Please address your letter to:  
Head of Quality and Customer Services  
Marie Stopes UK  
1 Conway Street  
Fitzroy Square  
London, W1T 6LP

Alternatively, you can send an email to:  
[quality.customerservice@mariestopes.org.uk](mailto:quality.customerservice@mariestopes.org.uk)

If you are not satisfied with the response you receive, you can appeal within 20 working days of the final written response sent to you. All case notes will be reviewed and we will send you a response.

**4. Contact your local Clinical Commissioning Group (CCG) or NHS England:** You can get details for your local clinical commissioning group from your local authority or you can find them online at: [www.nhs.uk](http://www.nhs.uk). This will form part of an NHS complaint process.

**We hope that this booklet has answered all of your questions about your vasectomy, and what to expect. If you have any other questions, you can call us at any time.**

We have been helping women and men with their reproductive options for over 40 years. We are part of the global charity, Marie Stopes International, with teams based in almost 40 countries around the world.

Here in the UK, we have over 60 clinics to provide local support for women and men. Our teams are highly skilled and dedicated. While you're in our care, we will always make sure you're treated with dignity, respect and that you feel supported.

**Information & appointments (24 hours): 0345 300 0212**

[services@mariestopes.org.uk](mailto:services@mariestopes.org.uk)

[www.mariestopes.org.uk](http://www.mariestopes.org.uk)

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